

601 – 24TH Street, Bakersfield, CA 93301

**NOTICE OF POSITION VACANCY
OPEN AND PROMOTIONAL**

TITLE: Supportive Housing Manager II

LOCATION: Bakersfield, CA

SALARY: Option I: \$4,794.83 (Approx. Monthly) + Benefits
Option II: \$4,472.88 (Approx. Monthly) + Benefits + Apartment

TO APPLY: Return a completed application in person to the Housing Authority Central Office located at 601 – 24th Street, Bakersfield, or apply online at www.kernha.org. Attach a resume and copies of pertinent trainings or certifications, if any.

SUMMARY

The Supportive Housing Manager II is responsible for the operations of designated Permanent Supportive Housing (PSH) properties serving residents with more complex needs. This position ensures safe, stable, and well-managed housing environments through close coordination with onsite service providers, case managers, and behavioral-health partners. The Supportive Housing Manager I performs core property management functions while supporting residents' long-term housing stability through trauma-informed engagement, conflict resolution, and consistent adherence to program, regulatory, and funding requirements.

The Supportive Housing Manager II exercises a higher degree of independence and judgment, provides guidance to Supportive Housing Manager I staff, leads collaborative case-conferencing efforts, and handles some of the most challenging resident stability concerns. Positions at this level handle more complex supportive-housing demands and work under minimal supervision. It is distinguished from the Housing Manager classification series when 50% or more of the units assigned to the employee are PSH units.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties may include but are not limited to those specifically related to the following functional areas.

- Coordinate daily property operations, including leasing, post notices, unit turnovers, rent collection, and adherence to program requirements.

- Ensure compliance with HUD, Housing Authority policies, PSH program rules, and applicable regulatory and reporting standards and take lead on corrective-action planning when compliance deficiencies are identified.
- Performs annual and interim reexaminations of tenant eligibility with respect to income and family composition and calculates rents (including but not limited to interviewing residents, verifying income and assets and other "continued occupancy" eligibility factors, completing clerical work and records relative to rent, changes in family statistical data, etc.).
- Assist residents in understanding program requirements, lease obligations, and community living expectations.
- Respond to resident concerns, complaints, and conflicts using mediation and de-escalation skills.
- Coordinate regularly with onsite service providers, case managers, and supportive-housing partners to support resident stability.
- Document incidents and follow-up actions accurately and promptly.
- Conducts periodic inspections of development sites and of individual units, and may conduct
- housekeeping inspections of applicants' homes.
- Prepares required reports related to the operation of the housing development, including but not limited to Housing Authority, HCD, HUD, TCAC and/or other such required statistical reports.
- Organize, operate and attend community activities and resident meetings collaborating with residents and other social agencies to improve residents' quality of life.
- Performs other clerical tasks related to housing management not herein stated and relieves and/or assists other Housing Managers when required.

SUPERVISORY RESPONSIBILITIES

May supervise various clerical, trainee and/or maintenance positions at the site.

QUALIFICATIONS:

Knowledge of:

- Advanced Principles and practices of property management.
- Characteristics and needs of individuals experiencing homelessness, mental health conditions, substance-use disorders, or conditions requiring coordinated intervention.
- Effective collaboration practices with service providers, clinical teams, and community-based organizations.
- Conflict resolution, mediation, and trauma-informed engagement.
- Basic supportive-housing program requirements and applicable federal and state regulations.
- Excellent analytical, problem-solving, and communication skills.

Ability To:

- Build constructive, respectful relationships with residents, service providers, and community partners.
- Exercise Advanced judgment in resolving complex resident issues and respond calmly and effectively to crisis and challenging resident behaviors.
- Interpret and explain lease terms, program guidelines, and agency policies.
- Maintain clear, accurate records and documentation.
- Work independently while contributing to a coordinated services team.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); Two (2) years of experience in supportive housing property management. Experience providing lead direction, training, or oversight to staff is highly desirable.

LANGUAGE SKILLS

Ability to read and understand written instructions, short correspondence and memos. Ability to prepare clear and concise written communications. Ability to effectively present information in one-on-one and in small group situations to residents and staff.

MATHEMATICAL SKILLS

Ability to perform basic mathematical operations including addition, subtraction, multiplication, and division using whole numbers, fractions, and decimals. Ability to calculate rates, ratios, and percentages accurately.

REASONING ABILITY

Demonstrated ability to apply strong practical reasoning and effectively follow instructions provided in written, verbal, or visual formats. Exercises sound judgment when responding to resident needs and addressing program challenges, while maintaining compliance with established policies, procedures, and supportive housing standards.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid California Drivers' License and be insured by the Housing Authority's auto insurance carrier.

Possession of, or ability to obtain within one year from the date of appointment, Public Housing Manager (PHM) Certification, IRS Section 42 Tax Credit Certification, Homeless Management Information System (HMIS) and/or required training for the programs managed.

PHYSICAL DEMANDS

The physical demands described below represent the requirements needed to successfully perform the essential functions of this position. Reasonable accommodations may be provided to enable individuals with disabilities to perform these functions.

While performing the duties of this role, the employee frequently uses standard office equipment, including a computer keyboard, telephone, and calculator. Occasional movement within the office and throughout the housing development is required. The employee must occasionally lift and/or move items weighing up to 35 pounds. Vision requirements include the ability to read a computer screen and review written correspondence, reports, and other documents.

WORK ENVIRONMENT

The Supportive Housing Manager II works in a residential housing environment serving individuals with complex needs. The work involves regular interaction with residents experiencing mental-health challenges, substance-use disorders, trauma histories, and periods of crisis or instability. The employee may encounter situations that require de-escalation, response to behavioral-health crises, welfare checks, emergency coordination, and other emotionally charged interactions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside-weather conditions. The noise level in the work environment is usually moderate, though it may become elevated during crisis events, or high-traffic periods within the property.

BENEFITS

This is a regular position and, as such, the employee selected for it will be entitled to all benefits afforded regular employees of the Housing Authority - including medical, dental, vision, and life insurance; CalPERS retirement (employer match); sick leave; vacation and holiday pay.

SALARY PLAN

Each class or position at the Housing Authority has a salary range with seven 5% annual increases based on performance. Newly hired employees start at the first step of the corresponding salary range.

OTHER QUALIFICATIONS

1. Valid California driver license. Employee selected must be insurable by the agency insurance carrier. The Housing Authority will review driving records of candidates selected post offer.
2. Ability to communicate effectively orally and in writing in English is a requirement and may be subject to testing.
3. Applications will be screened for qualification fulfillment prior to interviewing. Please complete your application forms accurately, thoroughly and neatly. During the screening process, no assumptions will be made as to the quality, quantity or suitability of an applicant's previous experience. References will be verified post-interview.
4. ADA/Testing Accommodations: If you have a disability that requires accommodation for the examination process, you are required to notify the Personnel Officer by the filing deadline.

APPLICATION

Candidates must be specific and complete in describing their qualifications for this position. **Please attach resume, copy of typing certificate (if applicable) and any other certifications to your application.** Based upon information presented on applications, **a limited number of candidates with qualifications most applicable to this position will be scheduled for an interview appointment.** Failure to state all pertinent qualifications may lead to elimination from competition.

In the event that we determine there are an insufficient number of qualified candidates in the applicant pool, the Housing Authority reserves the right to defer interviews to another time.

The Housing Authority of the County of Kern does not discriminate on the basis of handicap in admission or access to or treatment or employment in its federally assisted program activities.

Applications will be accepted at the Housing Authority official website at:

601 - 24th Street, Bakersfield, CA, 93301

**Or online at:
www.kernha.org**

Open Until Filled

**THE HOUSING AUTHORITY OF THE COUNTY OF KERN
IS AN EQUAL OPPORTUNITY EMPLOYER**